

REMARKS

Claim 1 was rejected under Section 102 as being anticipated by England.

Claim 1 calls for receiving a client request for help related to a web page and automatically providing information to remotely access said web page. Thus, the information that is automatically provided is that information needed to access the same web page being accessed by the client or user. This does not happen in England.

In England, the user must select a special web page to get help. That web page is shown in Figure 6. The user must select technicians at 602. Showing this web page would not do anyone any good. No such thing happens. In response to the user's request for help, the icon 802, shown in Figure 8, appears. The guide who receives the request for help then custom configures the web page that the guide wants to see, as shown in Figure 9. This web page may then be displayed to the user. Thus, what happens is more or less the opposite of what is claimed. Instead of the user enabling the guide to see the web page the user is viewing, in the England system, the guide simply forces the user to look at the web page the guide wants the user to see. The inefficiency of this system is apparent. If I have a question about a web page, I do not want to see a different web page, I want the guide to see the web page that I am having the problem with so that the guide can help me.

Therefore, reconsideration of the rejection of claim 1 is respectfully requested.

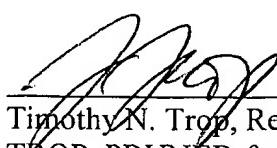
On a similar basis, reconsideration of the rejection of claims 11 and 21 would be appropriate.

In view of these remarks, the application should now be in condition for allowance.

Respectfully submitted,

Date:

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